		ependence New P	articipant Sat	isfaction	Survey Jul	y 2011		
Filter:		ndepedence Waiver dence Waiver surveys m	ailad: 221					
	I help choose	e the service(s) that help	Question 2 - My S services. (Servic	IIEd: 334 Reply rate: 29% Question 2 - My Service Coordinator helps me get my services. (Service Coordinator could also be referred to as a Care Manager or Supports Coordinator.)				
Response	Frequency	Percent	Response	Frequency	Percent			
Yes	86	88.7	Yes	86	89.6			
No	6	6.2		7	7.3			
Not Applicable	2	2.1	Not Applicable	0	0.0			
I Don't	3	3.1		3	3.1			
Understand	C	0.1	Understand	C C	0			
		17		9	6			
Question 3 - I was given clear information about choosing my service(s).				Question 4 - I am satisfied with how long it took to begin getting service(s).				
Response	Frequency	Percent	Response	Frequency	Percent			
-	86		Yes	55	58.5			
Yes No	6 6	90.5 6.3		55 37	39.4			
Not Applicable	1	1.1		37 1	1.1			
I Don't	2	2.1	☐ Not Applicable ☐ I Don't	1	1.1			
Understand	2	2.1	Understand	I	1.1			
Understand	Q	5	Understand	9	4			
Question 5 - I n) which are not available.		عو Question 6 - I was given enough information about who coordinates my service(s).				
Response	Frequency	Percent	Response	Frequency	Percent			
Yes	30	31.9	Yes	88	91.7			
No	47	50.0	No	6	6.3			
Not Applicable	9	9.6	Not Applicable	1	1.0			
I Don't	8	8.5		1	1.0			
Understand	0	0.0	Understand	·	1.0			
	g	4		9	6			
Question 7 - I a plan.	ım familiar wit	h my individual service	Question 8 - I kno or concerns abo			ions		
Response	Frequency	Percent	Response	Frequency	Percent			
Yes	80	84.2	Yes	90	93.8			
No	9	9.5		3	3.1			
Not Applicable	0	0.0	Not Applicable	1	1.0			
		6.3			2.1			
l Don't Understand	6	0.3	J I Don't Understand	2	Z.I			
Understand	o	5	Understand	9	6			
Question 9 - I c my service(s).		agency which provides		Question 10 - I was given enough information about choosing the agency which provides my services.				
Response	Frequency	Percent	Response	Frequency	Percent			
Yes	84	88.4	Yes	83	87.4			
No	3	3.2	_ No	5	5.3			
Not Applicable	3	3.2	Not Applicable	4	4.2			
l Don't	5	5.3	_ I Don't	3	3.2			
Understand			Understand					
	9	5		9	5			
Question 11 - I them.	need service(s) more often than I get	Question 12 - I ca service(s).	an choose who	coordinates my			
Response	Frequency	Percent	Response	Frequency	Percent			
Yes	35	36.8	Yes	76	80.0			
No	53	55.8		8	8.4			
Not Applicable	0	0.0	_ Not Applicable	3	3.2			
I Don't	0 7	7.4		8	8.4			
Understand	1	/. 4 —	Understand	0	0.4			
Understand	q	5	Understand	9	5			
	was given cle	ar information about provides my service(s).	Question 14 - I ca my hands on ass	an choose the p		ovide		

Response	Frequency	Percent	Response	Frequency	Percent
Yes		88.5	Yes	82	86.3
	85			-	
No	7	7.3	_ No	6	6.3
Not Applicable	4	4.2	Not Applicable	4	4.2
I Don't	0	0.0	I Don't	3	3.2
Understand			Understand		
	90	6		95	5
Ouest!== 15 1	-	-	0	-	-
	know who to t	alk to if I have a		ould like chang	es to my individual
complaint.			service plan.		
Response	Frequency	Percent	Response	Frequency	Percent
Yes	84	87.5	Yes	23	24.2
No	8	8.3	No	63	66.3
Not Applicable	1	1.0	Not Applicable	3	3.2
l Don't	3	3.1	I Don't	6	6.3
	5	5.1		0	0.5
Understand		_	Understand		
	90			95	
Question 17 - I	was given clea	ar information about	Question 18 - Ser		
choosing who o	coordinates m	y service(s).	(Service Coordina	ation could also	o be referred to as a
		,	Care Manager or		
Deenenss	Eroquieren	Dercent	Beencree	Examination	Dereent
Response	Frequency	Percent	Response	Frequency	Percent
Yes	78	82.1	Yes	82	87.2
No	10	10.5	No	7	7.4
	-				
Not Applicable	3	3.2	Not Applicable	1	1.1
Don't	4	4.2	└ I Don't	4	4.3
Understand			Understand		
	9	5		94	4
Question 10 - U		be providing my	Question 20 - Lw	-	h information about
service(s).			the person(s) wh	o provide my h	ands on assistance.
_					
Response	Frequency	Percent	Response	Frequency	Percent
Yes	86	89.6	Yes	73	76.8
No	6	6.3	No	17	17.9
Not Applicable	1	1.0	Not Applicable	1	1.1
l Don't	3	3.1	I Don't	4	4.2
	0	5.1		7	Τ: Ζ
Understand	0	2	Understand		_
	90	0		95	5
		ith my individual			nformation about the
service plannin	g process.		person(s) who pr	ovide my hand	s on assistance.
Response	Frequency	Percent	Response	Frequency	Percent
Yes	76	80.0	_ Yes	75	78.9
No	9	9.5	No	14	14.7
Not Applicable	4	4.2	Not Applicable	2	2.1
l Don't	6	6.3	I Don't	4	4.2
Understand		_	Understand		_
	9			95	
		tisfied with the amount			fied with the agency
of service(s) I g	jet.		which provides n	ny service(s).	
Response	Frequency	Percent	Response	Frequency	Percent
Yes	77	80.2	Yes	81	83.5
No	18	18.8	No	10	10.3
Not Applicable	0	0.0	Not Applicable	3	3.1
Don't	1	1.0	I Don't	3	3.1
	ı	1.0		0	0.1
Jnderstand	~	6	Understand	~	7
.	90			97	
		tisfied with the type(s)			fied with my ability to
of service(s) I g	jet.		direct the service	e(s) I use.	
	Francisco	Percent	Response	Frequency	Percent
Response	Frequency				
	Frequency	07 5	V		
Yes	84	87.5	Yes	82	86.3
Yes		87.5 9.4	Yes No	82 4	4.2
Yes No	84 9	9.4	No		4.2
Yes No Not Applicable	84 9 0	9.4 0.0	No Not Applicable	4 1	4.2 1.1
Response Yes No Not Applicable I Don't Understand	84 9	9.4	No		4.2

	9 Overall Lam sa		Question 28 - Ov	9: verall I am satis	-	
Question 27 - Overall, I am satisfied with who coordinates my service(s).			Question 28 - Overall, I am satisfied that my individual service plan meets my needs.			
Response	Frequency	Percent	Response	Frequency	Percent	
Yes	80	83.3	Yes	74	77.1	
No	8	8.3	No	19	19.8	
Not Applicable	5	5.2	Not Applicable	1	1.0	
Don't	3	3.1	I Don't	2	2.1	
Jnderstand			Understand	0	~	
Question 20 - (9 Norall Lam sa	b Itisfied with the	Question 30 - Ov	90 orall my Sorvio	e Coordinator meets	
		inds on assistance.	my needs. (Serv			
.,			referred to as a (
			Coordinator.)			
Response	Frequency	Percent	Response	Frequency	Percent	
(esponse (es	85	90.4	Yes	83	86.5	
No	6	6.4	No	10	10.4	
	-	0.0		-	1.0	
Not Applicable	0		Not Applicable	1		
Don't	3	3.2	I Don't	2	2.1	
Understand	9	4	Understand	90	3	
	9	T		90	J	
		tisfied with my Service			ort abuse, neglect or	
		inator could also be		uding the use of	f restraints and other	
referred to as a	a Care Manage	r or Supports	restrictions.			
Coordinator.)						
Response	Frequency	Percent	Response	Frequency	Percent	
Yes	80	83.3	Yes	89	93.7	
No	80 10	o3.3 10.4	No		93.7 3.2	
	-			3		
Not Applicable	4	4.2	Not Applicable	2	2.1	
Don't	2	2.1	I Don't	1	1.1	
Understand	-		Understand		_	
	9	-	Questier 04	99		
Question 33 - I	get neip when	I call with a problem.			ssage, the person(s)	
			within 24 hours a		tance returns my call essage.	
	Frequency	Percent	Response	Frequency	Percent	
Response	riequency		Never	5	5.3	
•	4	4.2			7.4	
Never		4.2 4.2	Rarely	7	/.4	
Never Rarely	4			7 18	19.1	
Response Never Rarely Sometimes Always	4 4	4.2	Rarely	-		
Never Rarely Sometimes Always	4 4 21 67 9	4.2 21.9 69.8 6	Rarely Sometimes Always	18 64 94	19.1 68.1 4	
Never Rarely Sometimes Always Question 35 - N	4 4 21 67 9 My Service Coo	4.2 21.9 69.8 6 brdinator returns my	Rarely Sometimes Always Question 36 - Wł	18 64 94	19.1 68.1 4 rson or agency who	
Never Rarely Sometimes Always Question 35 - N phone calls an	4 4 21 67 9 My Service Coo d follows up w	4.2 21.9 69.8 6 ordinator returns my ith me. (Service	Rarely Sometimes Always Question 36 - Wi coordinates my	18 64 94 hen I call the pe services, they re	19.1 68.1 4 rson or agency who eturn my call within	
Never Rarely Sometimes Always Question 35 - M Shone calls an Coordinator co	4 4 21 67 9 My Service Coo d follows up w build also be ref	4.2 21.9 69.8 6 ordinator returns my ith me. (Service ferred to as a Care	Rarely Sometimes Always Question 36 - Wł	18 64 94 hen I call the pe services, they re	19.1 68.1 4 rson or agency who eturn my call within	
Never Rarely Sometimes Always Question 35 - Mohone calls an Coordinator co Manager or Su	4 4 21 67 9 My Service Coo d follows up w puld also be ref pports Coordin	4.2 21.9 69.8 6 ordinator returns my rith me. (Service ferred to as a Care nator.)	Rarely Sometimes Always Question 36 - Wi coordinates my s 24 hours after I le	18 64 94 hen I call the pe services, they re eave a message	19.1 68.1 4 rson or agency who eturn my call within e.	
Never Rarely Sometimes Always Question 35 - Mohone calls and Coordinator co Manager or Su Response	4 4 21 67 9 My Service Coo d follows up w build also be ref pports Coordin Frequency	4.2 21.9 69.8 6 ordinator returns my rith me. (Service ferred to as a Care mator.) Percent	Rarely Sometimes Always Question 36 - Wi coordinates my s 24 hours after I lo Response	18 64 94 hen I call the pe services, they re eave a message Frequency	19.1 68.1 4 rson or agency who eturn my call within e. Percent	
Never Rarely Sometimes Always Question 35 - Mohone calls and Coordinator co Manager or Su Response Never	4 4 21 67 9 My Service Coo d follows up w build also be ref pports Coordin Frequency 6	4.2 21.9 69.8 6 6 6 6 6 6 6 6 6 6 6 7 7 7 7 7 7 7 7 7 7 7 7 7	Rarely Sometimes Always Question 36 - Wi coordinates my 24 hours after I h Response Never	18 64 94 hen I call the pe services, they re eave a message Frequency 6	19.1 68.1 4 rson or agency who eturn my call within e. Percent 6.2	
Never Rarely Sometimes Always Question 35 - M phone calls an Coordinator co Manager or Su Response Never Rarely	4 4 21 67 9 My Service Coo d follows up w build also be ref pports Coordin Frequency 6 6 6	4.2 21.9 69.8 6 6 6 6 6 6 6 6 7 7 7 7 7 7 7 7 7 7 7 7 7	Rarely Sometimes Always Question 36 - Wh coordinates my s 24 hours after I h Response Never Rarely	18 64 94 hen I call the pe services, they re eave a message Frequency 6 5	19.1 68.1 4 rson or agency who eturn my call within e. Percent 6.2 5.2	
Never Rarely Sometimes Always Question 35 - Mohone calls and Coordinator co Manager or Su Response Never Rarely	4 4 21 67 9 My Service Coor d follows up would also be ref pports Coordin Frequency 6 6 6 15	4.2 21.9 69.8 6 6 6 6 6 6 6 6 7 6 7 6 7 6 7 6 7 6 7 7 7 7 7 7 7 7 7 7 7 7 7	Rarely Sometimes Always Question 36 - Wi coordinates my 24 hours after I h Response Never	18 64 94 hen I call the pe services, they re eave a message Frequency 6 5 22	19.1 68.1 4 rson or agency who eturn my call within e. Percent 6.2 5.2 22.7	
Never Rarely Sometimes Always Question 35 - M phone calls an	4 4 21 67 9 My Service Coord d follows up would also be rep pports Coordin Frequency 6 6 6 15 68	4.2 21.9 69.8 6 6 6 6 6 6 6 6 7 1.6 7 1.6 7 1.6 7 1.9 1.9 1.9 1.9 1.9 1.9 1.9 1.9	Rarely Sometimes Always Question 36 - Wh coordinates my s 24 hours after I h Response Never Rarely	18 64 94 hen I call the pe services, they re eave a message Frequency 6 5 22 64	19.1 68.1 4 rson or agency who eturn my call within e. Percent 6.2 5.2 22.7 66.0	
Never Rarely Sometimes Always Question 35 - M phone calls an Coordinator co Manager or Su Manager or Su Response Never Rarely Sometimes Always	4 4 21 67 9 My Service Coor d follows up would also be ref pports Coordin Frequency 6 6 6 15 68 9	4.2 21.9 69.8 6 ordinator returns my rith me. (Service ferred to as a Care nator.) Percent 6.3 6.3 15.8 71.6 5	Rarely Sometimes Always Question 36 - Wi coordinates my 24 hours after I i Response Never Rarely Sometimes Always	18 64 94 hen I call the pe services, they re eave a message Frequency 6 5 22 64 91	19.1 68.1 4 rson or agency who eturn my call within eturn my call within eturn between the second secon	
Never Rarely Sometimes Always Question 35 - M phone calls an Coordinator co Manager or Su Manager or Su Response Never Rarely Sometimes Always Question 37 - V my service(s), f	4 4 21 67 9 My Service Coord d follows up would also be rep pports Coord Frequency 6 6 6 15 68 9 When I call the they return my	4.2 21.9 69.8 6 6 6 6 6 6 6 6 7 1.6 7 1.6 7 1.6 7 1.9 1.9 1.9 1.9 1.9 1.9 1.9 1.9	Rarely Sometimes Always Question 36 - Wh coordinates my 24 hours after I h Response Never Rarely Sometimes	18 64 94 hen I call the pe services, they re eave a message Frequency 6 5 22 64 91	19.1 68.1 4 rson or agency who eturn my call within eturn my call within eturn between the second secon	
Never Rarely Sometimes Always Question 35 - Mohone calls and Coordinator co Manager or Su Response Never Rarely Sometimes Always Question 37 - V my service(s), f	4 4 21 67 9 My Service Coord d follows up would also be rep pports Coord Frequency 6 6 6 15 68 9 When I call the they return my	4.2 21.9 69.8 6 ordinator returns my ferred to as a Care ferred to	Rarely Sometimes Always Question 36 - Wi coordinates my 24 hours after I i Response Never Rarely Sometimes Always	18 64 94 hen I call the pe services, they re eave a message Frequency 6 5 22 64 91	19.1 68.1 4 rson or agency who eturn my call within eturn my call within eturn between the second secon	
Never Rarely Sometimes Always Question 35 - M phone calls and Coordinator co Manager or Su Manager or Su Response Never Rarely Sometimes Always Question 37 - V my service(s), f after I leave a m	4 4 21 67 9 My Service Coord d follows up would also be rep pports Coordin Frequency 6 6 6 15 68 9 When I call the they return my nessage.	4.2 21.9 69.8 6 6 6 6 6 6 6 6 7 6 7 7 6.3 6.3 15.8 7 1.6 5 7 7 6 7 7 7 7 7 7 7 7 7 7 7 7 7	Rarely Sometimes Always Question 36 - Wh coordinates my s 24 hours after I h Response Never Rarely Sometimes Always Question 38 - Wh	18 64 94 hen I call the pe services, they re eave a message Frequency 6 5 22 64 9 ho is completing	19.1 68.1 4 rson or agency who eturn my call within eturn my call within 6.2 5.2 22.7 66.0 7 g this survey?	
Never Rarely Sometimes Always Question 35 - M phone calls and Coordinator co Manager or Su Response Never Rarely Sometimes Always Question 37 - V my service(s), f after I leave a m Response	4 4 21 67 9 My Service Coord d follows up would also be rep pports Coordin Frequency 6 6 6 15 68 9 When I call the they return my nessage. Frequency	4.2 21.9 69.8 6 brdinator returns my ith me. (Service ferred to as a Care nator.) Percent 6.3 6.3 15.8 71.6 5 agency who provides r call within 24 hours	Rarely Sometimes Always Question 36 - Wh coordinates my s 24 hours after I h Response Never Rarely Sometimes Always Question 38 - Wh Response	18 64 94 hen I call the pe services, they re eave a message Frequency 6 5 22 64 97 ho is completing	19.1 68.1 4 rson or agency who eturn my call within eturn my call within 6.2 5.2 22.7 66.0 7 g this survey?	
Never Rarely Sometimes Always Question 35 - M phone calls an Coordinator co Manager or Su Manager or Su Response Never Rarely Sometimes Always Question 37 - V my service(s), f after I leave a m Response Never	4 4 21 67 9 My Service Coord d follows up would also be rep pports Coordin Frequency 6 6 15 68 9 When I call the they return my nessage. Frequency 7	4.2 21.9 69.8 6 6 6 6 6 6 6 6 7 6 7 7 6 7 7 6 7 7 7 7 7 7 7 7 7 7 7 7 7	Rarely Sometimes Always Question 36 - Wi coordinates my 24 hours after I i Response Never Rarely Sometimes Always Question 38 - Wi	18 64 94 hen I call the pe services, they re eave a message Frequency 6 5 22 64 97 ho is completing Frequency 67	19.1 68.1 4 rson or agency who eturn my call within eturn my call within 6.2 5.2 22.7 66.0 7 g this survey?	
Never Rarely Sometimes Always Question 35 - Mohone calls and Coordinator co Manager or Su Response Never Rarely Sometimes Always Question 37 - V my service(s), fa fter I leave a m Response Never Rarely	4 4 21 67 9 My Service Coord d follows up would also be rep pports Coordin Frequency 6 6 15 68 9 When I call the they return my nessage. Frequency 7 6	4.2 21.9 69.8 6 ordinator returns my ith me. (Service ferred to as a Care nator.) Percent 6.3 6.3 15.8 71.6 5 agency who provides r call within 24 hours Percent 7.2 6.2	Rarely Sometimes Always Question 36 - Wi coordinates my 24 hours after I in Response Never Rarely Sometimes Always Question 38 - Wi Response Self Spouse	18 64 94 hen I call the pe services, they re eave a message Frequency 6 5 22 64 97 ho is completing Frequency 67 5	19.1 68.1 4 rson or agency who eturn my call within 6.2 5.2 22.7 66.0 7 g this survey?	
Never Rarely Sometimes Always Question 35 - Mohone calls and Coordinator co Manager or Su Response Never Rarely Sometimes Always Question 37 - V my service(s), fa fter I leave a m Response Never	4 4 21 67 9 My Service Coord d follows up would also be rep pports Coordin Frequency 6 6 15 68 9 When I call the they return my nessage. Frequency 7	4.2 21.9 69.8 6 6 6 6 6 6 6 6 7 6 7 7 6 7 7 6 7 7 7 7 7 7 7 7 7 7 7 7 7	Rarely Sometimes Always Question 36 - Wi coordinates my 24 hours after I i Response Never Rarely Sometimes Always Question 38 - Wi Response Self Spouse Service	18 64 94 hen I call the pe services, they re eave a message Frequency 6 5 22 64 97 ho is completing Frequency 67	19.1 68.1 4 rson or agency who eturn my call within eturn my call within 6.2 5.2 22.7 66.0 7 g this survey?	
Never Rarely Sometimes Always Question 35 - Mohone calls and Coordinator co Manager or Su Response Never Rarely Sometimes Always Question 37 - V my service(s), fa fter I leave a ma Response Never Rarely Sometimes	4 4 21 67 9 My Service Coord d follows up would also be represent to a service of the serv	4.2 21.9 69.8 6 ordinator returns my ith me. (Service ferred to as a Care nator.) Percent 6.3 6.3 15.8 71.6 5 agency who provides r call within 24 hours Percent 7.2 6.2 15.5	Rarely Sometimes Always Question 36 - Wi coordinates my 24 hours after I in Response Never Rarely Sometimes Always Question 38 - Wi Response Self Spouse Service Provider	18 64 94 hen I call the pe services, they re eave a message Frequency 6 5 22 64 97 ho is completing 67 5 0	19.1 68.1 4 rson or agency who eturn my call within 6.2 5.2 22.7 66.0 7 g this survey?	
Never Rarely Sometimes Always Question 35 - Mohone calls and Coordinator co Manager or Su Response Never Rarely Sometimes Always Question 37 - V my service(s), fa fter I leave a m Response Never Rarely	4 4 21 67 9 My Service Coord d follows up would also be rep pports Coordin Frequency 6 6 15 68 9 When I call the they return my nessage. Frequency 7 6	4.2 21.9 69.8 6 ordinator returns my ith me. (Service ferred to as a Care nator.) Percent 6.3 6.3 15.8 71.6 5 agency who provides r call within 24 hours Percent 7.2 6.2	Rarely Sometimes Always Question 36 - Wi coordinates my 24 hours after I i Response Never Rarely Sometimes Always Question 38 - Wi Response Self Spouse Service	18 64 94 hen I call the pe services, they re eave a message Frequency 6 5 22 64 97 ho is completing Frequency 67 5	19.1 68.1 4 rson or agency who eturn my call within 6.2 5.2 22.7 66.0 7 g this survey?	